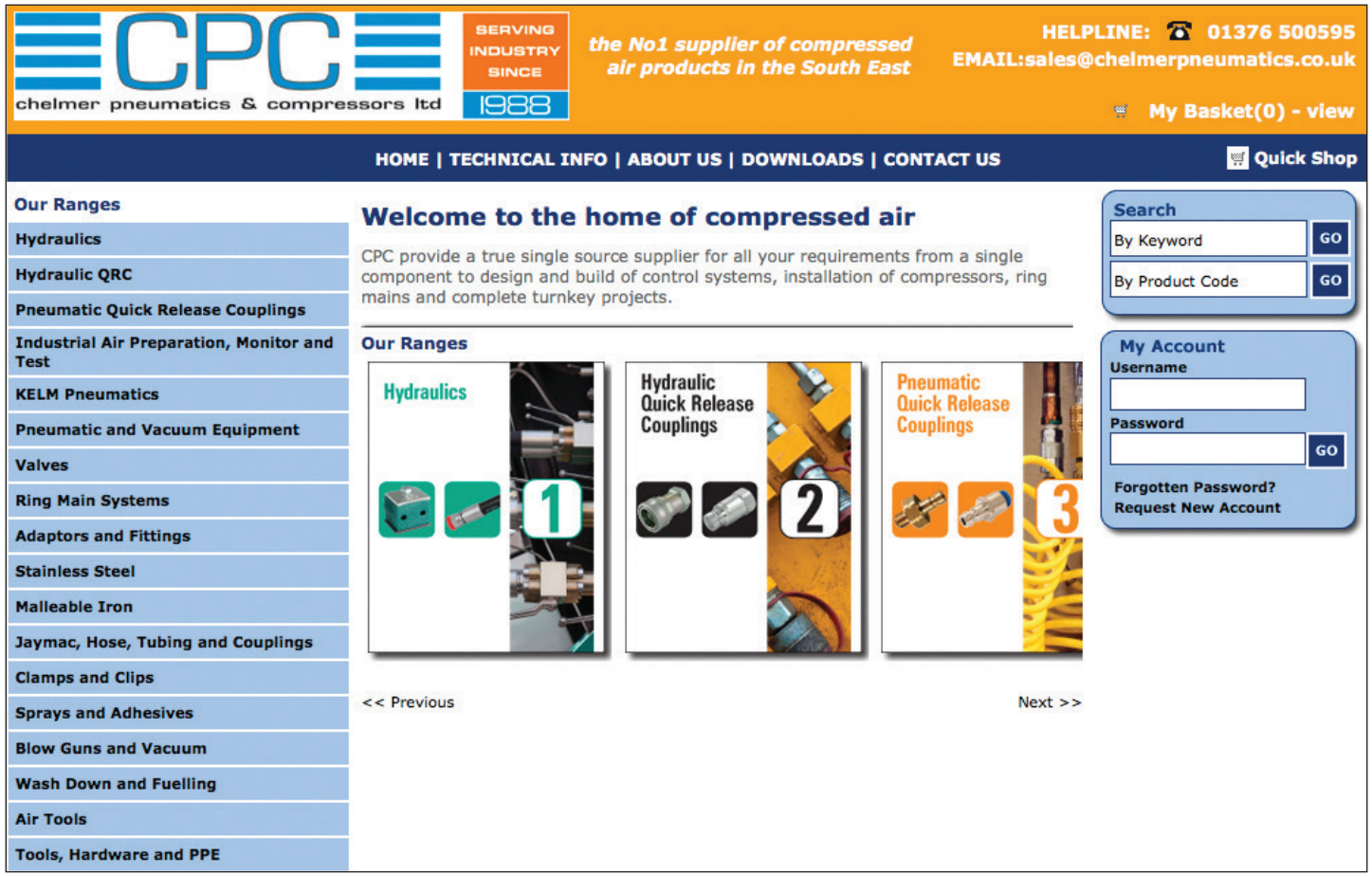
CPC
chelmer pneumatics & compressors ltd

A Guide to Using Our Website

www.chelmerpneumatics-catalogue.co.uk


CPC
chelmer pneumatics & compressors ltd
SERVING INDUSTRY SINCE 1988
the No1 supplier of compressed air products in the South East
HELPLINE: 01376 500595
EMAIL:sales@chelmerpneumatics.co.uk
My Basket(0) - view
HOME | TECHNICAL INFO | ABOUT US | DOWNLOADS | CONTACT US
Quick Shop
Our Ranges
Hydraulics
Hydraulic QRC
Pneumatic Quick Release Couplings
Industrial Air Preparation, Monitor and Test
KELM Pneumatics
Pneumatic and Vacuum Equipment
Valves
Ring Main Systems
Adaptors and Fittings
Stainless Steel
Malleable Iron
Jaymac, Hose, Tubing and Couplings
Clamps and Clips
Sprays and Adhesives
Blow Guns and Vacuum
Wash Down and Fuelling
Air Tools
Tools, Hardware and PPE
Welcome to the home of compressed air
CPC provide a true single source supplier for all your requirements from a single component to design and build of control systems, installation of compressors, ring mains and complete turnkey projects.
Our Ranges
Hydraulics
1
Hydraulic Quick Release Couplings
2
Pneumatic Quick Release Couplings
3
<< Previous
Next >>
Search
By Keyword
GO
By Product Code
GO
My Account
Username
Password
GO
Forgotten Password?
Request New Account

Your user name and password

User Name:

Password:

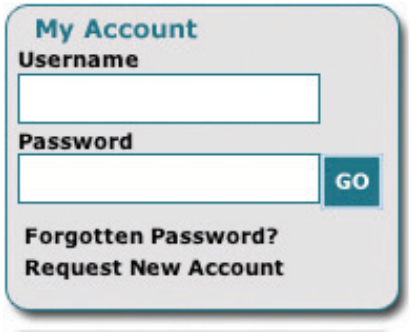
Website User Guide

A guide to using our website

This User Manual is intended to provide you with a step by step guide to navigating our website and getting the most out of our online services.

Our services are available 24/7 with our conventional ordering window being extended on line to 10.00pm for Next Day Delivery as standard.

To order on account you will require a Username and Password; if these have not already been issued to you, please request via our Sales Team (details shown at bottom of page). Simply enter these in the fields below (box found on right hand side of each page) and click *GO*:



Once you are logged in, you will be able to view your bespoke terms and your default delivery address details will automatically be displayed on reaching the Delivery Page. You can just check stock availability and pricing without placing an order.

Our online facility includes the following features:

- **Browse by Section**
- **Browse by Keyword / Brand / Partial Product Code**
- **Quick Shop by Order Code**
- **Access to live stock availability**
- **Bespoke terms displayed (shown once logged in)**
- **Choose from a range of delivery services**
- **Detailed confirmation of your order by email**
- **Despatch Note included with your goods listing all items in the parcel(s)**
- **View and retrieve previous orders**
- **View and download Tech Data Sheets referred to throughout our catalogue**
- **Special Offers available online – updated regularly**

All orders placed online are despatched from our Central Warehouse and may therefore not be in stock at our premises. If you require an item the same day, please check stock at our premises by contacting our sales office (details shown at bottom of page).

We also offer consolidation of orders, ie. if multiple orders are placed on the same day, to the same address on the same delivery service, they will be shipped on the same consignment and only one carriage charge will be applied for that day.

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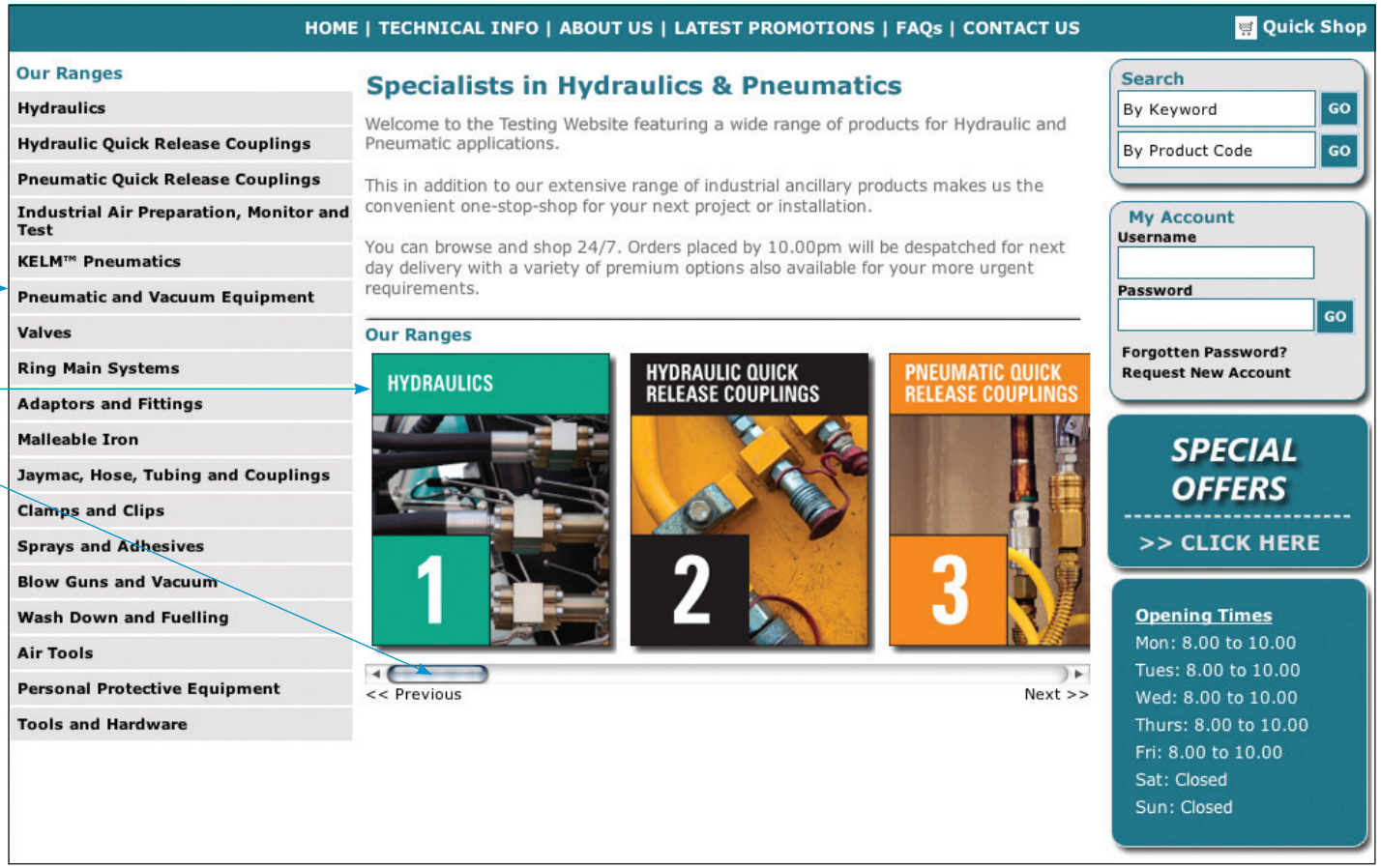
Browse by Catalogue Section

If you have a copy of our current catalogue, you will see that our website is structured in exactly the same way, ie. by section and listed in the same order.

- To browse by section you can either click on the Section Header

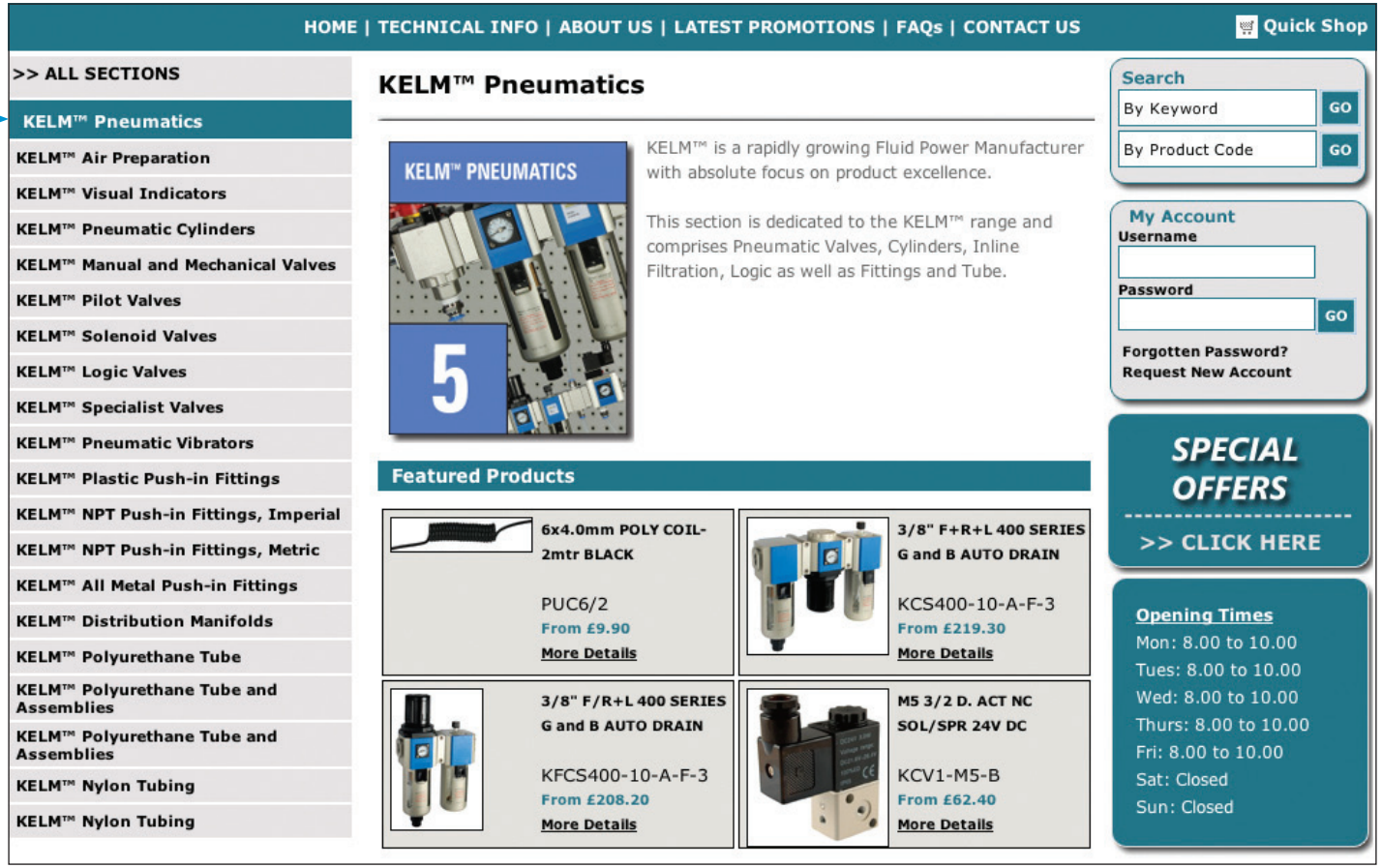
Or

- Click on the Section Image (pull the bar across to display more sections).



Browse by Catalogue Section

- Once you have selected a section, further detail on the content will be displayed, with all sub-sections being listed down the left hand side of the page.



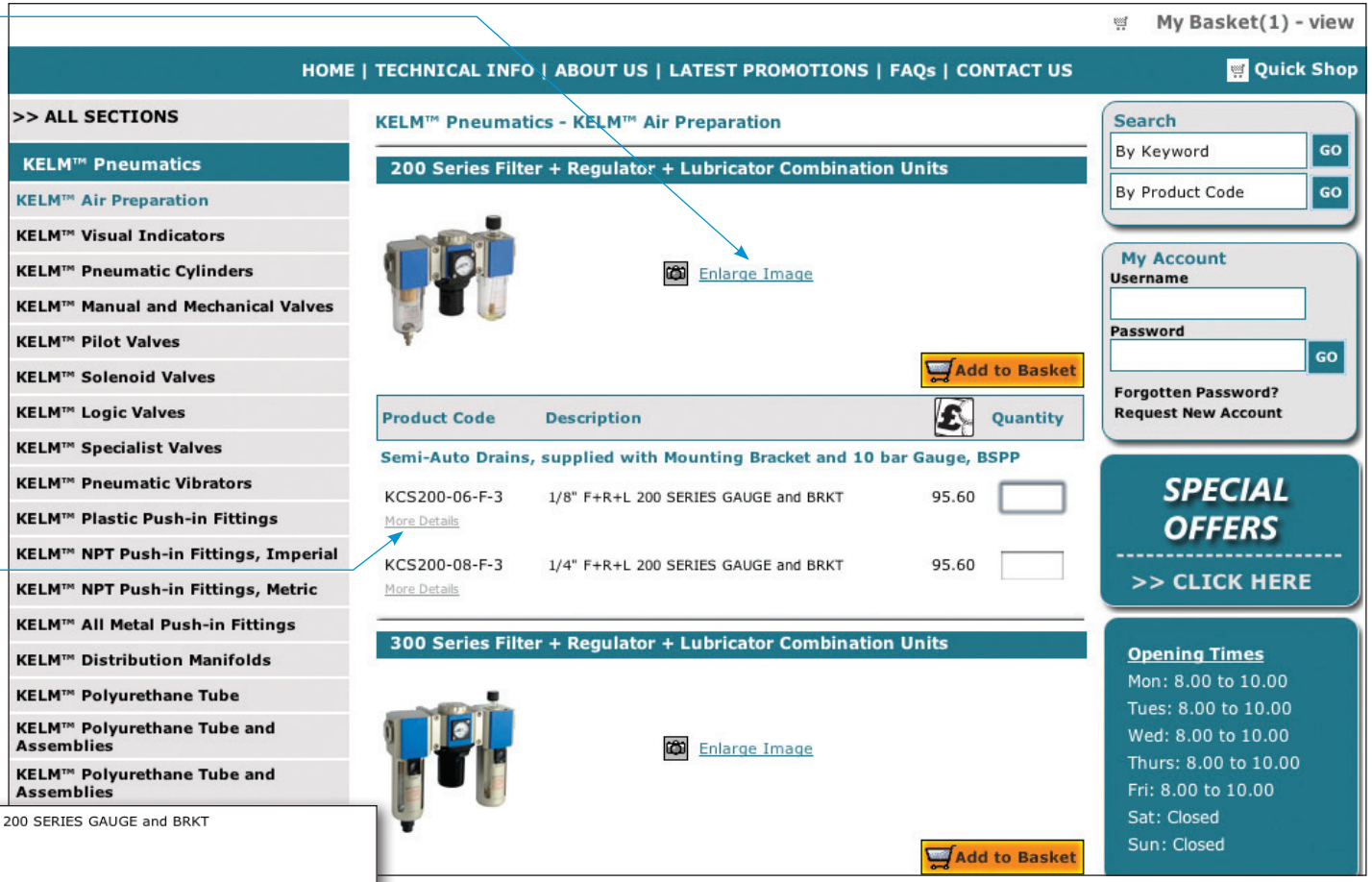
Browse by Catalogue Section

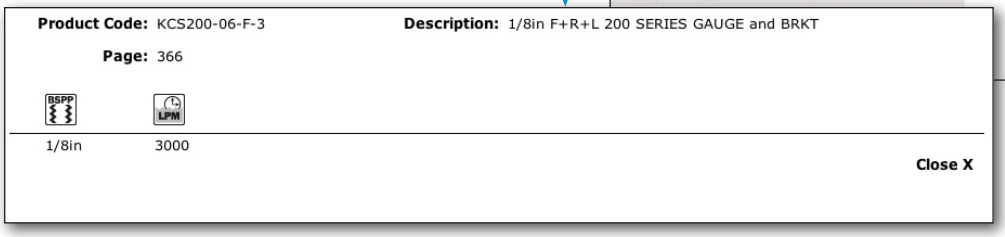
- Simply click the product range you are looking for then codes and images will be displayed.
- The range you have selected will be highlighted in the listing and everything in that range will be listed down the centre of the page, complete with image; simply scroll down until you find what you are looking for.
- Enter the quantity in the corresponding box and click Add to Basket.
- After a few moments, My Basket will show (1) but you will remain on the page to enable you to continue shopping within that Section.
- If you wish to browse a different section, simply click *ALL SECTIONS* and you will be taken back to the main product page.

Browse by Catalogue Section

- Click on the *ENLARGE IMAGE* option to depict the item in detail – can be very helpful in identifying if the product is in fact the correct one you are looking for.

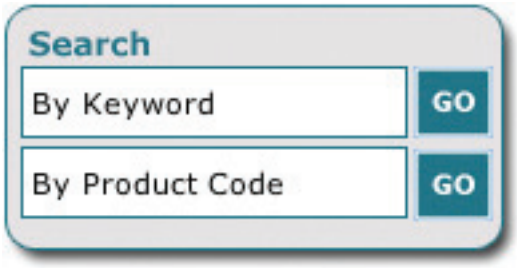
- Underneath each item listed is an option to view more details. This will display any additional information on the item as printed in the catalogue and will also show the page number of the Catalogue that the item can be found on.

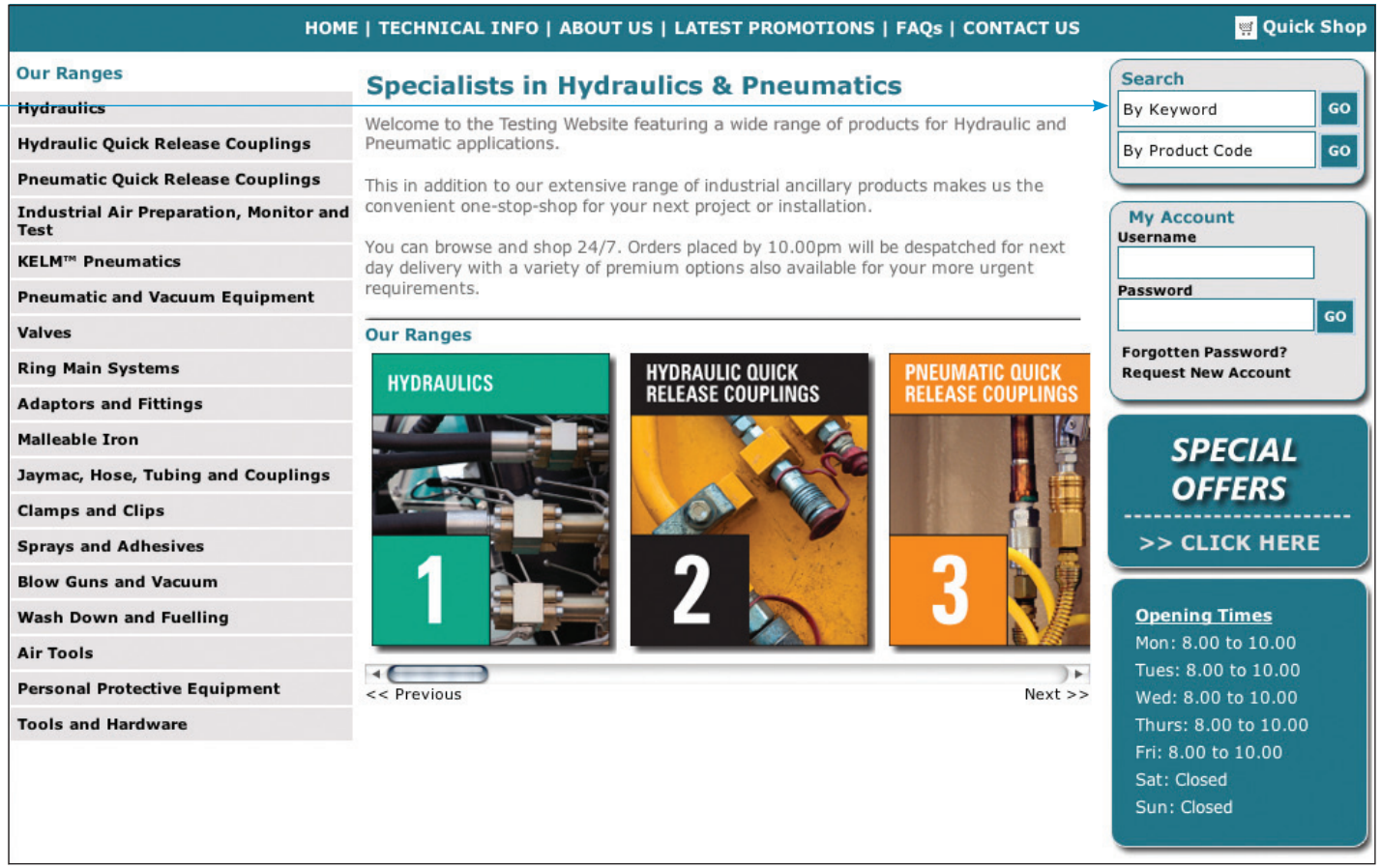




Browse by Keyword / Brand / Partial Product Code

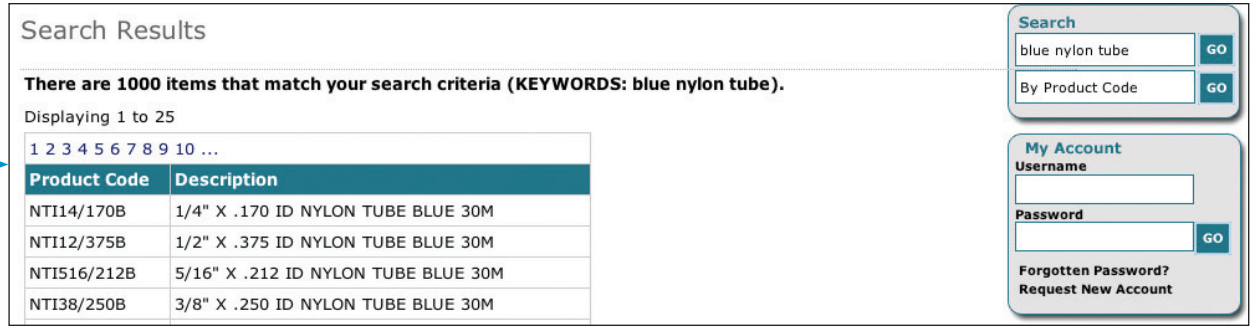
- The Search box located at the top right hand side of the Home Page gives you the ability to search by Keyword, by Brand and by partial Product Code.



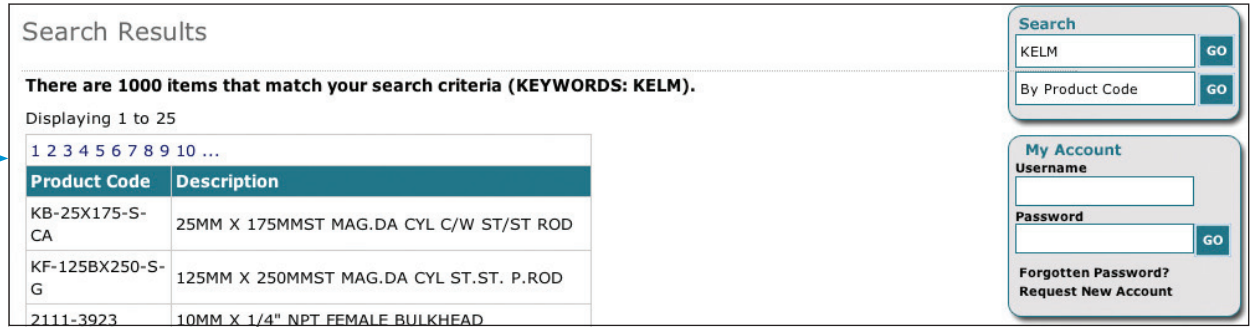


Browse by Keyword / Brand / Partial Product Code

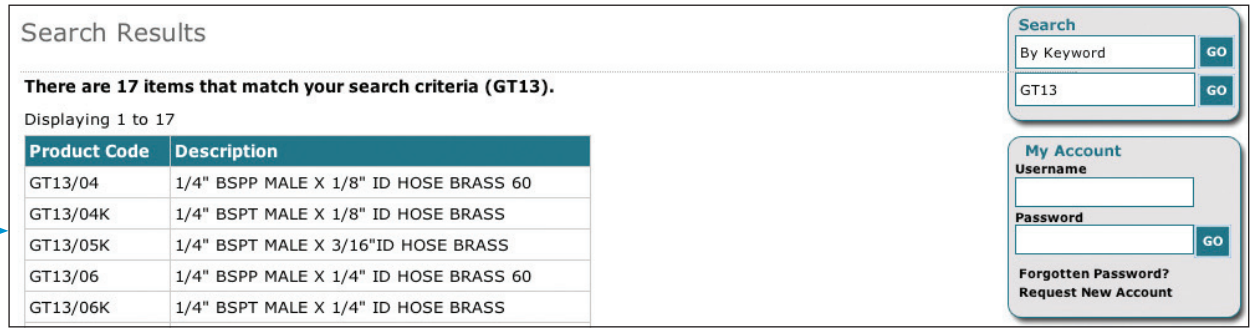
- To search for a product by keyword, type one or more descriptive words in the By Keyword field and click *GO* which will list all products that contain those words. See this example using ‘blue nylon tube’.



- To search for a product by Brand, type the brand name in the By Keyword field and click *GO* which will list all products belonging to that Brand. See this example using the ‘KELM’ brand.

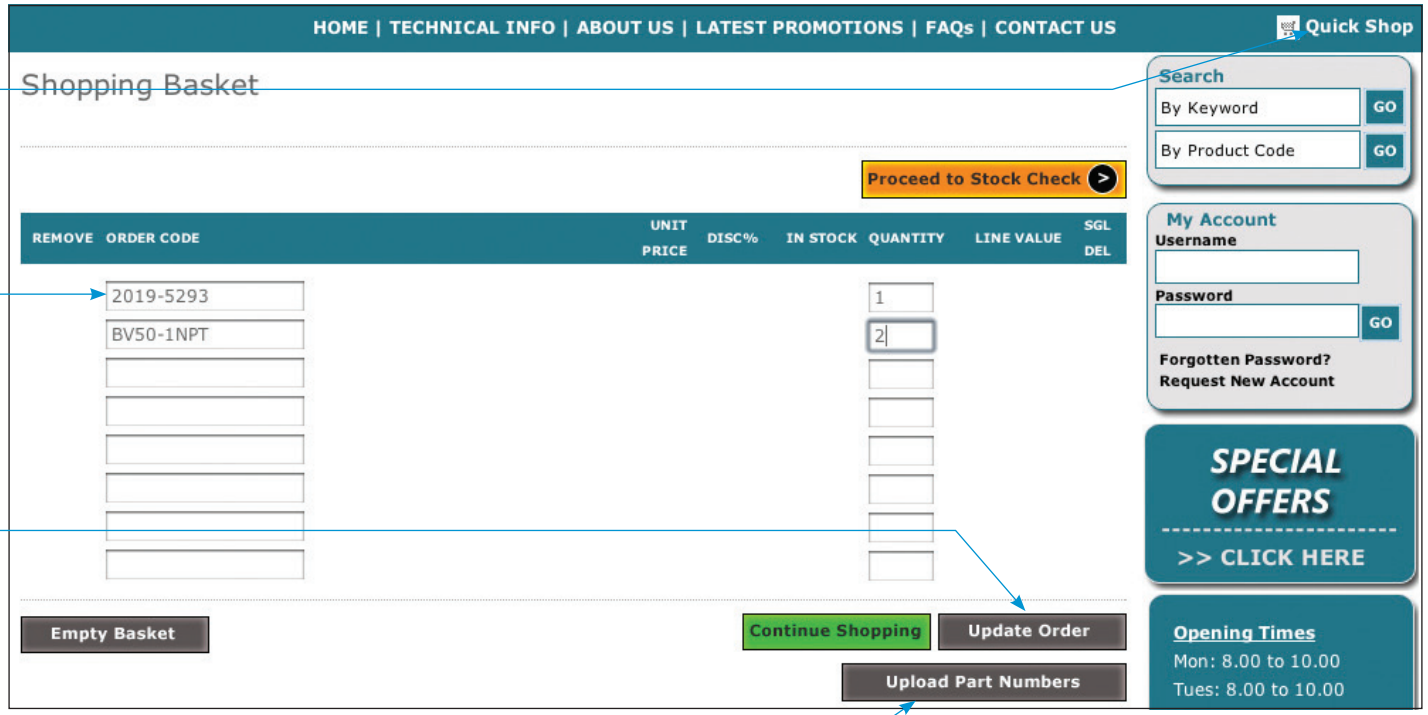


- To search for a product by partial product code, key in the letters / numbers that you know (must be the first part of the code) and click *GO* which will list all products beginning with those letters / numbers. See this example using ‘GT13’ as the first part of the code.



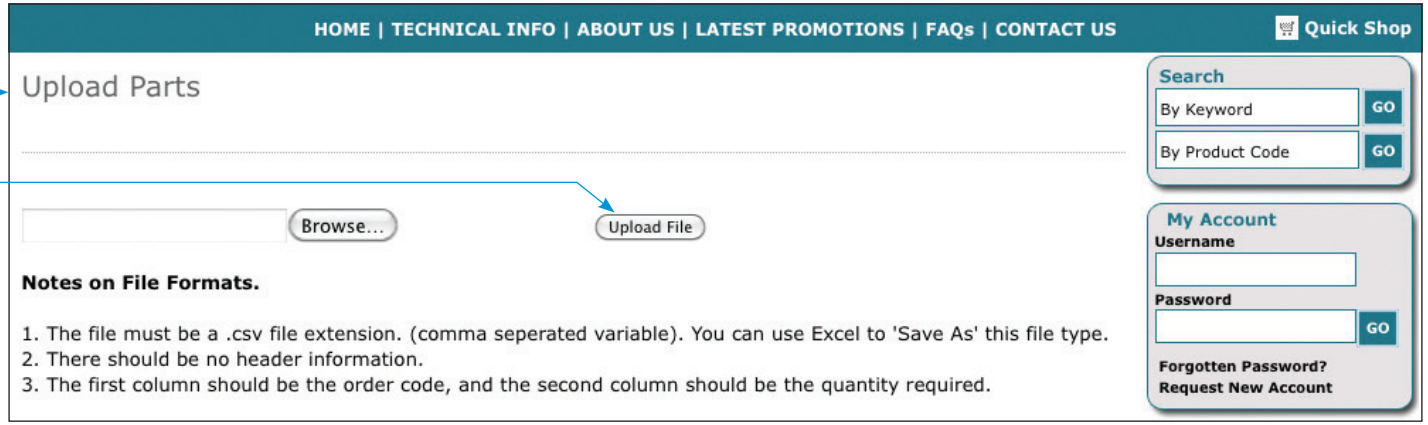
Quick Shop by Order Code

- If you have a copy of our catalogue and / or already know the Order Code you wish to enquire about, simply click the *QUICK SHOP* link located at the end of the bar shown towards the top of the page.
- An empty Shopping Basket is displayed; simply key in the Order Codes as they appear in the Catalogue ensuring any symbols are included, eg. 2019-5293, GT13/13K, MK1591.4.10X4. Enter the quantity required.
- The basket defaults to eight lines; after the eighth item has been entered, you will need to click the *UPDATE ORDER* button at the bottom of the page to generate more lines.
- If you are able to create a csv file of all the product codes and quantities required from your software (two adjacent columns without headers), then this can be uploaded directly into the site via the *UPLOAD PART NUMBERS* button at the bottom of the screen.



Quick Shop by Order Code

- To upload a csv file, click **Upload Part Numbers** which displays this screen.
- Simply browse for your file then click the *UPLOAD FILE* button which will then populate your shopping basket with all the codes and quantities required. If there are any incorrect codes, these will be listed as rejects.
- Once you have finished entering the products, click the **Proceed to Stock Check** button located above the basket on the right hand side (not shown on this screenshot).
- The Check Stock Results page then performs a check against live stock availability in our Central Warehousing facility; if you are logged in, you will see your bespoke terms displayed.


HOME | TECHNICAL INFO | ABOUT US | LATEST PROMOTIONS | FAQs | CONTACT US
Quick Shop
Upload Parts
Search
By Keyword
GO
By Product Code
GO
Browse...
Upload File
My Account
Username
Password
GO
Forgotten Password?
Request New Account
Notes on File Formats.
1. The file must be a .csv file extension. (comma seperated variable). You can use Excel to 'Save As' this file type.
2. There should be no header information.
3. The first column should be the order code, and the second column should be the quantity required.

Quick Shop by Order Code

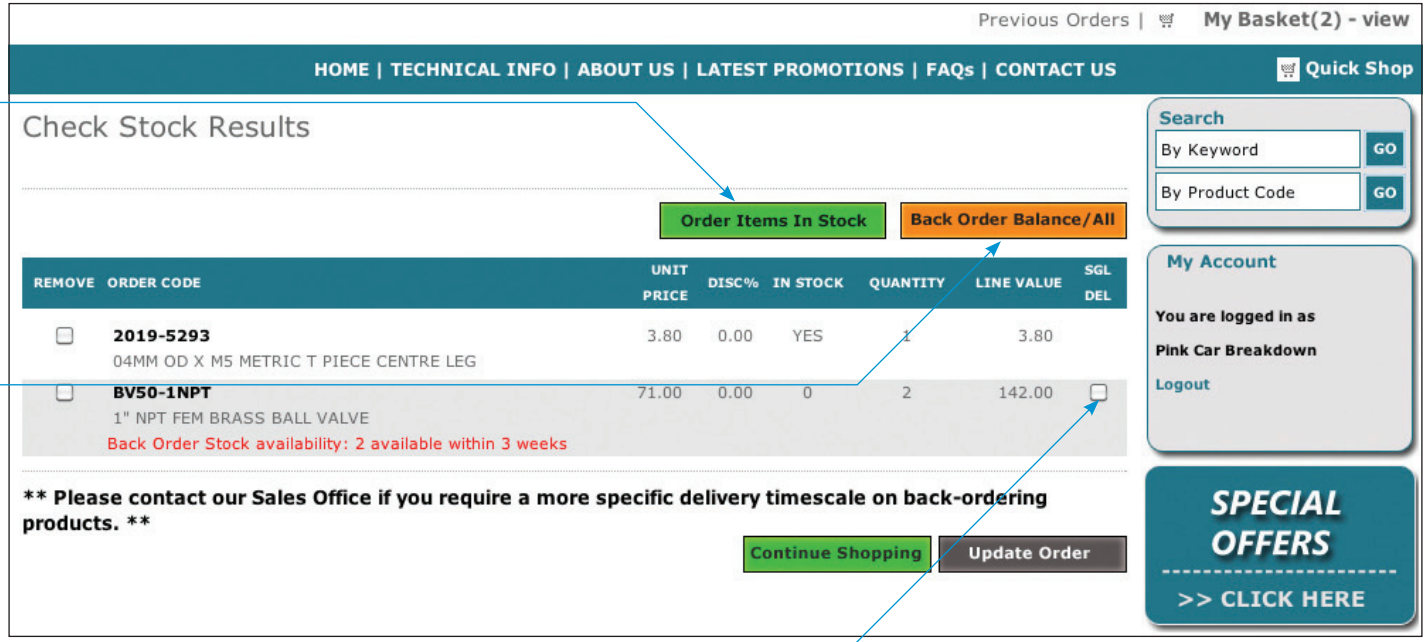
- If we are unable to fulfil your order, you will be presented with three options:

  1 Selecting *ORDER ITEMS IN STOCK* will result in the quantities available being despatched and NOTHING being back ordered, ie. taking free stock only. If none were available, selecting this option will cancel the item completely.

  2 Selecting *BACK ORDER BALANCE/ ALL* will result in the quantities available being despatched and the balance placed on back order; this will automatically be released when the balance comes into stock.

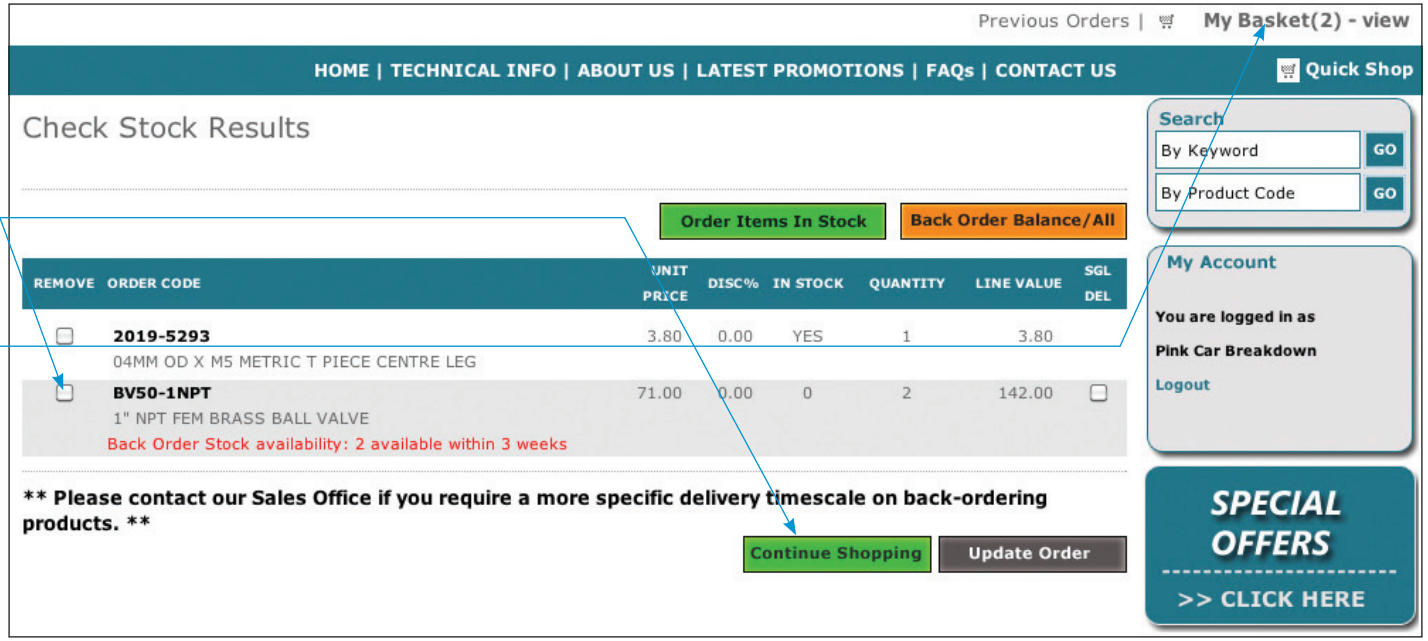
  3 If you wish to hold the quantity available until the balance comes into stock (ie. delivered in full) you need to click the box in the SGL DEL column at the end of the line followed by the *BACK ORDER BALANCE/ALL* button.

- You will need to select one of the above to proceed to the Delivery Page – see page **14**.



Quick Shop by Order Code

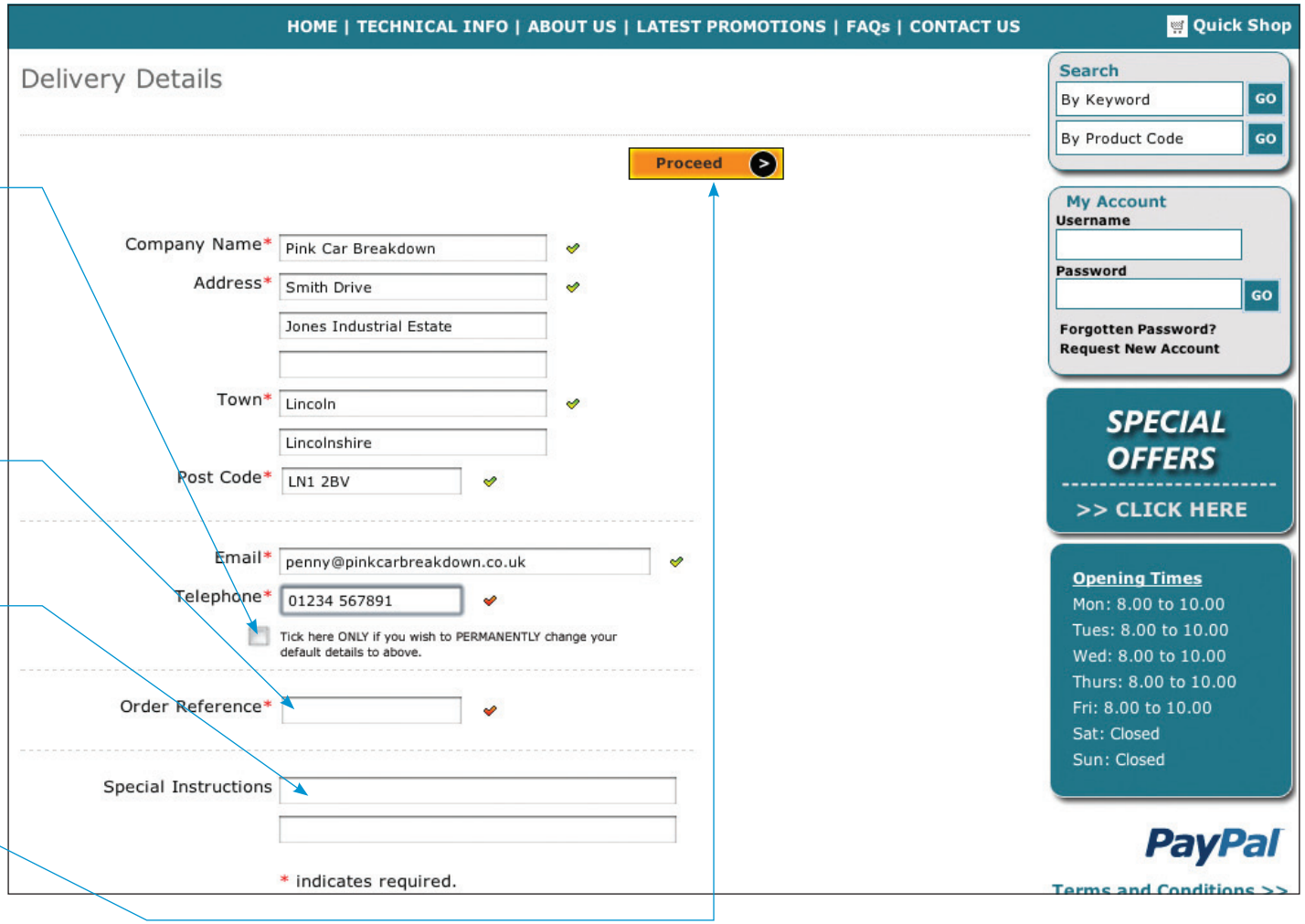
- Items can be removed from the basket by checking the box adjacent to the order code and clicking the Update Order button.
- If you wish to add more items to your order at this point, simply click on the *CONTINUE SHOPPING* button which will return you to the product search page.
- If you already know the code(s) you wish to add, simply click on *MY BASKET* taking you directly to your Shopping Basket.
- Lead times online will be displayed in the following categories:
  Within 1 week
  Within 3 weeks
  3+ weeks
- Lead times are based on actual delivery dates already confirmed by our supplier or an average of the last three delivery timescales where no supplier order is active.
- If no supplier order is active and we have no previous history on delivery timescales, this will be categorised as 3+ weeks. ***If you require a more specific delivery timescale, please contact our Sales Office.***


Previous Orders | My Basket(2) - view
HOME | TECHNICAL INFO | ABOUT US | LATEST PROMOTIONS | FAQs | CONTACT US
Quick Shop
Check Stock Results
Search
By Keyword GO
By Product Code GO
Order Items In Stock
Back Order Balance/All
REMOVE ORDER CODE UNIT PRICE DISC% IN STOCK QUANTITY LINE VALUE SGL DEL
2019-5293 3.80 0.00 YES 1 3.80
04MM OD X M5 METRIC T PIECE CENTRE LEG
BV50-1NPT 71.00 0.00 0 2 142.00
1" NPT FEM BRASS BALL VALVE
Back Order Stock availability: 2 available within 3 weeks
** Please contact our Sales Office if you require a more specific delivery timescale on back-ordering products. **
Continue Shopping
Update Order
My Account
You are logged in as
Pink Car Breakdown
Logout
SPECIAL OFFERS
>> CLICK HERE

Delivery Page

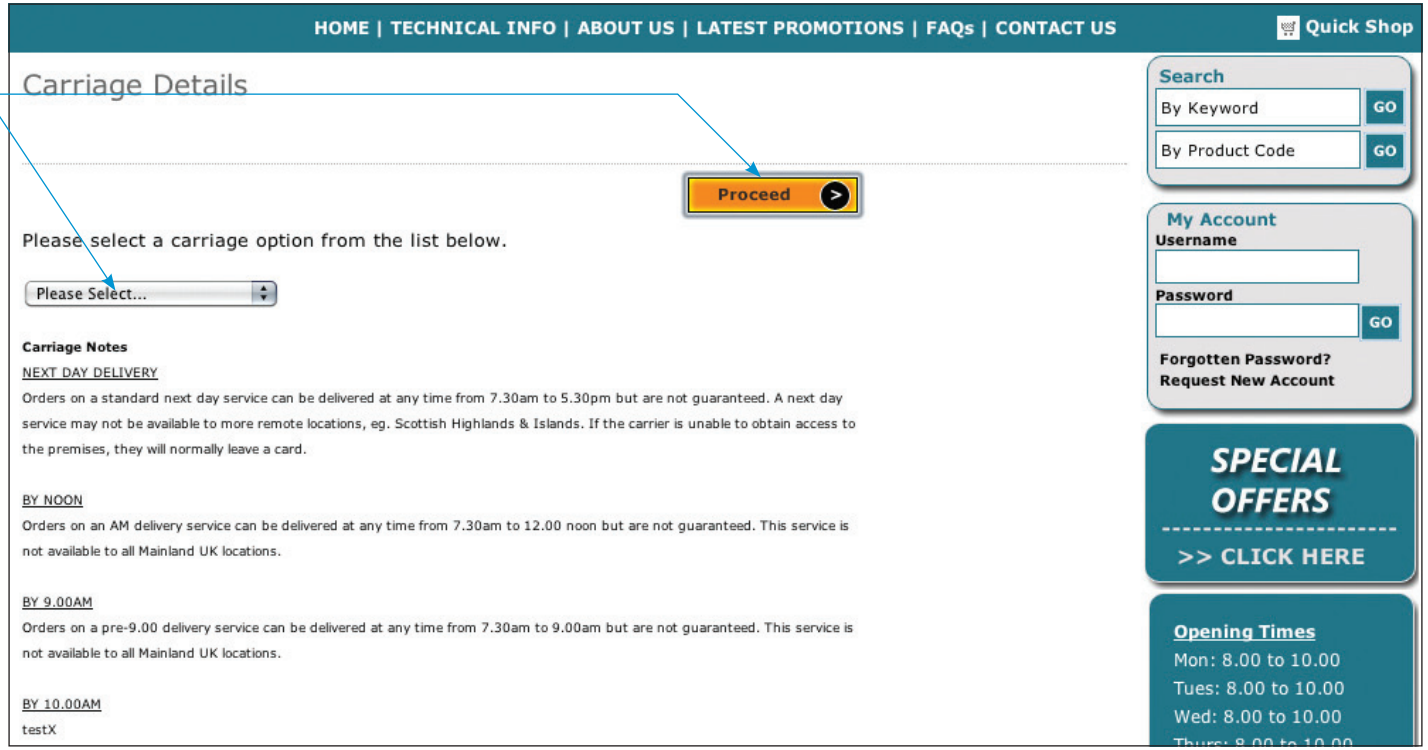
If you are logged in, your delivery details will automatically appear.

- If any of your default details are incorrect, please correct the relevant fields and tick the box below to permanently update.
- If you would like your order to be shipped to an alternative address, please overwrite the details ensuring the data is correct; DO NOT tick the box if the address is a temporary change.
- Your Purchase Order Number should be entered in the ORDER REFERENCE box. It is extremely important that this is an official PO Number as it will be quoted on the invoice.
- Use the SPECIAL INSTRUCTIONS box only if you require some additional specific detail to be included on the Delivery paperwork.
- If all details are correct and compulsory fields completed, click the *PROCEED* button to move to the Carriage Page.



Carriage Page

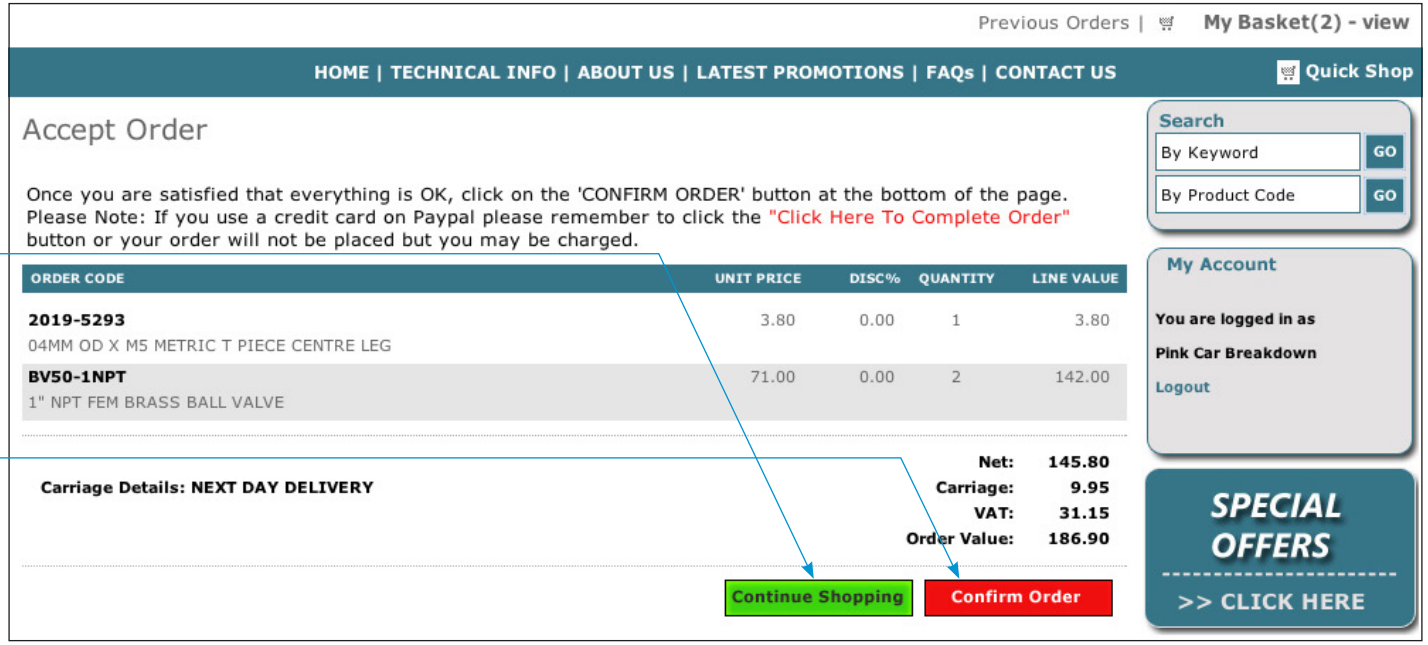
- Click on the drop down box to select required delivery service then click the *PROCEED* button to move to the final page.


HOME | TECHNICAL INFO | ABOUT US | LATEST PROMOTIONS | FAQs | CONTACT US
Quick Shop
Carriage Details
Proceed
Please select a carriage option from the list below.
Please Select...
Carriage Notes
NEXT DAY DELIVERY
Orders on a standard next day service can be delivered at any time from 7.30am to 5.30pm but are not guaranteed. A next day service may not be available to more remote locations, eg. Scottish Highlands & Islands. If the carrier is unable to obtain access to the premises, they will normally leave a card.
BY NOON
Orders on an AM delivery service can be delivered at any time from 7.30am to 12.00 noon but are not guaranteed. This service is not available to all Mainland UK locations.
BY 9.00AM
Orders on a pre-9.00 delivery service can be delivered at any time from 7.30am to 9.00am but are not guaranteed. This service is not available to all Mainland UK locations.
BY 10.00AM
testX
Search
By Keyword
GO
By Product Code
GO
My Account
Username
Password
GO
Forgotten Password?
Request New Account
SPECIAL OFFERS
>> CLICK HERE
Opening Times
Mon: 8.00 to 10.00
Tues: 8.00 to 10.00
Wed: 8.00 to 10.00

Accept Order Page

This page confirms everything ordered, adds in a carriage charge (if applicable) plus VAT and shows a total order value.

- At this point you can still add more products by clicking the *CONTINUE SHOPPING* button to return you to the product search page.
- If you are satisfied that your order is correct and complete, simply click the *CONFIRM ORDER* button.



Email Order Confirmation

Your Order Confirmation will look like this:

TO: Pink Car Breakdown

Thank you for your order.

Your order has been received by Testing Hydraulics and is now being processed. Any back order amount is shown against the line.

Your Reference	: 1234
Web Order Number	: 658
Goods Net	: 6.84
Carriage	: 9.95
VAT	: 3.36
Order Value	: 20.15
Delivery Address	: Pink Car Breakdown : Smith Drive : Jones Industrial Estate : Lincoln : Lincolnshire : LN1 2BV
E-Mail	: info@pinkcarbreakdown.co.uk
Special Instructions	: :

Line No : 1
Order Code : MB12 Description : 1/2 BSP MALE BULKHEAD CONNECT Unit Price : 6.84 Discount : 0 % Quantity Ordered : 1
Despatch Quantity : 1 Back Order Quantity : 0 Line Value : 6.84

If you have any queries about your order please contact us on 0123 456 7890 or email us at sales@testinghydraulics.co.uk

Thank you for your custom.

Testing Hydraulics Ltd, Pressure Lane, Bedford, Bedfordshire, SG1 2BV VAT Reg: 123 4567 89

View and Retrieve Previous Orders

Once logged in you are able to view Previous Orders.

- Simply click the *PREVIOUS ORDERS* button adjacent to My Basket at the top of the page which then lists all orders placed by you.
- On selecting *VIEW DETAILS* in the last column against the relevant order, this displays the order in the format shown overleaf.

Please select an order below to view.

1 2

Order Number	Your Ref	Order Total	Date	
1529	1063	27.58	15/05/2012 16:15:00	View Details
1528	1062	36.40	15/05/2012 15:50:00	View Details
1527	1061	19.99	04/05/2012 10:15:00	View Details
1522	1507	93.20	04/04/2012 14:51:00	View Details
1521	1057	47.26	29/03/2012 12:39:00	View Details
1511	130312	99.42	13/03/2012 11:11:00	View Details
1471	1041	462.16	23/11/2011 12:50:00	View Details
1463	1036	51.80	17/10/2011 16:14:00	View Details
1462	1035	70.31	07/10/2011 17:26:00	View Details
1459	1032	151.92	08/09/2011 10:35:00	View Details
1442	1279	78.32	24/06/2011 10:48:00	View Details
1438	1028	57.96	14/06/2011 16:29:00	View Details
1437	1211	47.28	10/06/2011 13:54:00	View Details
1424	030511	169.38	03/05/2011 17:18:00	View Details
1415	1019	276.22	29/03/2011 20:55:00	View Details

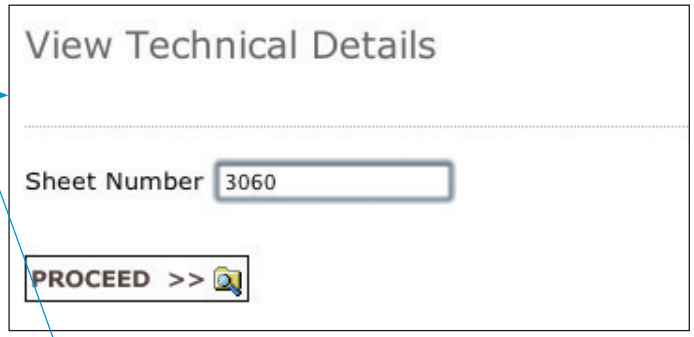
1 2

View and Retrieve Previous Orders

- If you wish, you can repeat this order by selecting the *CREATE ORDER* button which will automatically populate your shopping basket with all the items on that order, then proceed as normal.
- Alternatively, you can return to the previous screen by clicking the *ORDER SUMMARY* button.

View and Download Tech Data Sheets

- If you have a copy of our catalogue and know the number of the Tech Data Sheet you require, simply click on the *TECHNICAL INFO* page on our site.
- This will then display a field entitled Sheet Number; enter here the number of the Tech Data Sheet you wish to view then click *PROCEED*.
- Click *VIEW TECHNICAL SHEET* and the Tech Data Sheet will then be displayed on screen to view, download or print.
- Please note that in some cases, Tech Data Sheets are multiple page documents.



View Technical Details
The Technical Data Sheet was found.
Due to the size of the file it may take a few moments to open. Please click the link below to view.
View Technical Sheet
PROCEED >>

Other Features

Special Offers Facility

The Special Offers button can be found on the right hand right hand side of every page below the login box. On selecting this option, our latest offers will be displayed – the nett price shown below the product is the actual price you will pay.

Our offers are frequently refreshed so please keep checking regularly.

News / Latest Promotions / Download Page

This page can vary in title depending upon our inter-company activity and incentives being offered at the time. However, current information will always be displayed and you will also be able to view, download or print marketing material in this area of our site.

FAQs Page

You may find the information on this page helpful. It will generally comprise queries raised by other customers that we have resolved and which we feel other users of the site may benefit from.

Contact Us Page

You can use this form to send us a message if you wish or alternatively you can contact us by phone, fax or email. Our Helpline and email address are shown below

Your feedback on our site as to ease of use and ideas for future improvement would be appreciated.

Terms and Conditions

Our Terms and Conditions of online trading can be viewed by selecting this from the options shown below as can the Sitemap, our Privacy Policy and our Cookies Policy.

Terms and Conditions >> Sitemap >> Privacy Policy >> Cookies Policy >>

CPC
chelmer pneumatics & compressors ltd

Witham Depot:
Chelmer Pneumatics & Compressors Ltd
Bellcroft, Eastways
Witham
Essex
CM8 3YU

Tel: 01376 500595
Fax: 01376 501589
Email: sales@chelmerpneumatics.co.uk

Witham Depot:
Chelmer Pneumatics & Compressors Ltd
16 Woodfield Road
Welwyn Garden City
Hertfordshire
AL7 1JQ

Tel: 01707 376699
Tel: 01707 324949
Email : wgc@chelmerpneumatics.co.uk